WHAT IS CLAIMED IS:

1. A method for searching potential solutions within a solution network comprising:

authoring a solution to solve an issue;

storing the solution within a decision tree relating to the issue; and,

searching the solution network based upon the issue, the searching including accessing the decision tree relating to the issue.

2. The method of claim 1 further comprising:

presenting results of a search in a graphical presentation.

3. The method of claim 2 further comprising:

the presenting includes rendering results of the search in a hierarchical view, the hierarchical view enabling a user to bypass certain solutions by skipping steps.

4. The method of claim 2 wherein:

the presenting includes rendering results of the search in a tree format, the tree format enabling navigating through trouble shooting steps one step at a time, the tree format enabling a user to pick and choose particular steps to access.

5. The method of claim 1 further comprising:

the searching includes a self learning symptom based search using a perception of an issue by the customer.

6. The method of claim 5 wherein:

the decision tree links and strengthens or lessens relevancies of trees to customer symptoms.

7. The method of claim 1 wherein:
the searching includes enabling trees to be searchable by viewing a hierarchical view of trees organized based upon business needs.

8. The method of claim 1 wherein:
the storing the solution within a decision tree provides a dynamic tool that reuses content and renders content based on the symptom and requested environmental variables.

9. The method of claim 1 wherein:
the storing the solution within a decision tree includes linking together existing knowledge articles to generate troubleshooting trees.

10. The method of claim 1 wherein:
the authoring the solution includes creating new articles available for use through searching the knowledge base in other decision trees.

11. The method of claim 1 wherein:
the authoring the solution includes creating content and troubleshooting trees by viewing an issue in a process flow.

12. The method of claim 1 wherein:
the authoring the solution includes dragging and dropping of content to create relationships and create individual knowledge articles.

13. The method of claim 1 wherein:
the authoring the solution is dynamic to enable content reviewers to review relationships between individual pieces of knowledge.

14. An apparatus for searching potential solutions within a solution network comprising:
means for authoring a solution to solve an issue;
means for storing the solution within a decision tree relating to the issue; and,

means for searching the solution network based upon the issue, the searching including accessing the decision tree relating to the issue.

15. The apparatus of claim 14 further comprising:
means for presenting results of a search in a graphical presentation.

16. The apparatus of claim 15 further comprising:
the means for presenting includes means for rendering results of the search in a hierarchical view, the hierarchical view enabling a user to bypass certain solutions by skipping steps.

17. The apparatus of claim 15 wherein:
the means for presenting includes means for rendering results of the search in a tree format, the tree format enabling navigating through trouble shooting steps one step at a time, the tree format enabling a user to pick and choose particular steps to access.

18. The apparatus of claim 14 further comprising:
the means for searching includes means for performing a self learning symptom based search using a perception of an issue by the customer.

19. The apparatus of claim 18 wherein:
the decision tree links and strengthens or lessens relevancies of trees to customer symptoms.

20. The apparatus of claim 14 wherein:
the means for searching includes means for enabling trees to be searchable by viewing a hierarchical view of trees organized based upon business needs.

21. The apparatus of claim 14 wherein:
the means for storing the solution within a decision tree provides a dynamic tool that reuses content and renders content based on the symptom and requested environmental variables.

22. The apparatus of claim 14 wherein:
the means for storing the solution within a decision tree includes means for linking together existing knowledge articles to generate troubleshooting trees.

23. The apparatus of claim 14 wherein:
the means for authoring the solution includes means for creating new articles available for use through searching the knowledge base in other decision trees.

24. The apparatus of claim 14 wherein:
the means for authoring the solution includes means for creating content and troubleshooting trees by viewing an issue in a process flow.

25. The apparatus of claim 14 wherein:
the means for authoring the solution includes dragging and dropping of content to create relationships and create individual knowledge articles.

26. The apparatus of claim 14 wherein:
the means for authoring the solution is dynamic to enable content reviewers to review relationships between individual pieces of knowledge.

27. A system for searching potential solutions within a solution network comprising:
an authoring module, the authoring module enabling authoring a solution to solve an issue;
a storing module, the storing module storing the solution within a decision tree relating to the issue; and,
a searching module, the searching module searching the solution network based upon the issue, the searching including accessing the decision tree relating to the issue.

28. The system of claim 27 further comprising:
a presenting module, the presenting module presenting results of a search in a graphical presentation.

29. The system of claim 28 further comprising:
the presenting module renders results of the search in a hierarchical view, the hierarchical view enabling a user to bypass certain solutions by skipping steps.

30. The system of claim 28 wherein:
the presenting module renders results of the search in a tree format, the tree format enabling navigating through trouble shooting steps one step at a time, the tree format enabling a user to pick and choose particular steps to access.

31. The system of claim 27 further comprising:
the searching module performs a self learning symptom based search using a perception of an issue by the customer.

32. The system of claim 29 wherein:
the decision tree links and strengthens or lessens relevancies of trees to customer symptoms.

33. The system of claim 27 wherein:
the searching module enables trees to be searchable by viewing a hierarchical view of trees organized based upon business needs.

34. The system of claim 27 wherein:
the storing module stores includes a dynamic tool that reuses content and renders content based on the symptom and requested environmental variables.

35. The system of claim 27 wherein:
the storing module links together existing knowledge articles to generate troubleshooting trees.

36. The system of claim 27 wherein:
the authoring module creates new articles available for use through searching the knowledge base in other decision trees.

37. The system of claim 27 wherein:
the authoring module creates content and troubleshooting trees by viewing an issue in a process flow.

38. The system of claim 27 wherein:
the authoring module enables dragging and dropping of content to create relationships and create individual knowledge articles.

39. The system of claim 27 wherein:
the authoring module is dynamic to enable content reviewers to review relationships between individual pieces of knowledge.